



Atlasdair Management

Living Here

Your day-to-day guide to a smooth, settled tenancy.

Getting Oriented

YOUR QUICK REFERENCE



You're settled in — now let's keep things running smoothly. This guide is your go-to reference for everyday life in your home: paying rent and keeping your account healthy, caring for the home through the seasons, what to expect from inspections, how lease renewals work, and how to handle the changes life brings. Keep it handy; a few good habits now protect your home, your deposit, and your peace of mind.

QUICK REFERENCE

Rent due the 1st · late the 2nd · late fees begin the 6th · pay on your tenant portal (unless your lease says otherwise).

Routine maintenance submit on your tenant portal, with photos.

After-hours emergency (509) 201-5172.

Office Atlasdair Management · 706 W. Garland Ave., Spokane, WA 99205 · (509) 201-5087 · Mon–Fri, 9 AM – 4 PM.

Tenant portal rent, maintenance, documents, insurance, and contact info — all in one place.

Your Resident Benefits Package



WHAT COMES WITH YOUR LEASE

Your home comes with more than four walls. All Atlasdair residents get a Resident Benefits Package (RBP) — a bundle of services that save you money and take chores off your plate. Here's what's included and how to make the most of it.

- **Resident Rewards — rent day is now rewards day.** Earn points every time you pay rent on time (plus a \$30 gift card every three months in your first year) and redeem them for real gift cards and more. Watch for the Piñata welcome email to activate your account.
- **Credit Building.** We report your on-time rent to all three credit bureaus, so paying your biggest monthly bill actually helps build your credit — up to a ~60-point boost, and we can back-report up to 24 months. It runs automatically; there's nothing to set up.
- **\$1M Identity Protection.** Every adult on your lease is covered with up to \$1,000,000 in identity-theft protection — dark-web monitoring, alerts, and a U.S.-based restoration specialist. You're already covered; watch for the Aura welcome email to unlock the full features.
- **Air Filter Delivery.** The right filters are shipped to your door every 60–90 days — no buying, no forgetting. Just install each one within 2 days of arrival.
- **On-Demand Pest Control.** If pests show up, request treatment online — covered pests are handled at no extra cost, with up to four requests a year and a 30-day warranty on each service.
- **Move-In Concierge.** The setup hub you used at move-in to get utilities, internet, and more turned on, all in one place.

Comes standard

The Resident Benefits Package is included with your lease at \$35.50/month. One pest treatment or a year of filters bought on your own would cost more than that — this just makes it effortless. Already on a lease without it? You don't have to wait until renewal — you can opt in today and start earning rewards, building credit, and enjoying identity protection and filter delivery right away. Just contact our office and we'll set you up.

Your Account & Your Home

KEEPING THINGS RUNNING



KEEPING YOUR ACCOUNT IN GOOD STANDING

A healthy account is the easiest way to enjoy a stress-free tenancy.

- **Rent on time.** Due the 1st, late the 2nd — don't wait until the last minute, since a delay in processing can still trigger late charges. Set up autopay on your portal so it's never a worry.
- **Keep renters insurance active.** It's required for your whole tenancy. If a policy lapses, a force-placed Liability to Landlord policy is added to your monthly charges — upload your renewal / declaration page to your portal whenever it renews.
- **Keep your information current.** Update your contact info, emergency contacts, and vehicle information on your portal whenever it changes.
- **Watch your portal for notices.** Important updates, forms, and renewal offers all come through your portal.

CARING FOR YOUR HOME

Day-to-day care keeps your home comfortable — and protects your deposit along the way.

- **Stay on top of the basics.** Your air filters are delivered through your Resident Benefits Package — install each one within 2 days of arrival (about every 60–90 days). Keep up with smoke & CO detector batteries and light bulbs, keep drains clear, and maintain the property's cleanliness inside and out.
- **Report issues early.** Small problems become expensive ones. A slow drip, a soft spot, a draft — tell us right away through the portal. Reporting promptly is the right call, and it protects you from being charged for damage that worsened over time.
- **Tenant-caused damage** beyond normal wear and tear — or damage caused by negligence or your guests — is the tenant's responsibility to cover.

Seasonal Upkeep & Maintenance

THROUGH THE YEAR



SEASONAL UPKEEP

- **Winter (Spokane gets cold):** keep the heat on and set no lower than ~55°F, and open cupboards and cabinets near water sources when you're away, to prevent frozen pipes. Know where your water shutoff is, report drafts or heating issues early, and keep walkways clear of ice and snow per your lease.
- **Spring & Summer:** test the AC before the first hot week, replace filters, and keep up with yard care and watering if assigned. Clean up yard debris and schedule with our sprinkler provider so sprinklers can be activated in a timely fashion.
- **Fall:** replace filters, report gutter or weather-sealing concerns, and prep for the cold. Clean up any leaves or yard debris before snowfall.

MAINTENANCE & EMERGENCIES

- **Routine:** submit on your portal with photos and as much detail as possible. A team member may troubleshoot common fixes before assigning a vendor; once assigned, the vendor contacts you directly to schedule.
- **Emergencies — call, don't wait:** flooding or a major leak, no heat in freezing weather, a gas smell, a sewage backup, a fire or electrical hazard, a lockout, or storm damage (downed trees, roof damage) — call **(509) 201-5172** right away. For a gas leak or fire, call 911 first.
- **Lockouts:** \$50 during business hours or \$100 after hours (after-hours availability isn't guaranteed). If you can't reach us, American Lock & Key is our preferred locksmith, at your expense.

Inspections & Lease Renewals



WHAT TO EXPECT, AND WHEN

INSPECTIONS DURING YOUR TENANCY

We inspect periodically — it protects your home and your deposit, and it's nothing to worry about.

- **What to expect:** we may perform quarterly drive-by inspections, yearly lease-renewal inspections, or pre-move-out inspections. Inspections may also be performed if there are lease violations.
- **Notice:** we provide proper written notice, per state law and your lease agreement, before any interior inspection — typically two days. All documents are available to you immediately on your tenant portal.
- **How to prepare:** keep the home reasonably clean and accessible, flag anything you'd like us to look at or discuss (we suggest writing these down), and use it as a chance to mention maintenance needs.

LEASE RENEWALS & RENT

- **How it works:** around 90 days before your lease ends, our team will reach out and schedule an inspection. Your lease will be sent around 60 days before your lease ends.
- **Rent adjustments:** any change is based on current market conditions, the home, and how it has been maintained — we'll explain it with your offer.
- **If you renew:** sign the renewal on your portal — done.
- **If you don't:** you'll need to give proper written notice to vacate (see your Move-Out Guide) — no less than 20 days before your lease end date (typically the 10th or 11th of the month).

Communication makes this easy

Telling us your intentions, scheduling your inspection (renewal or pre-move-out), and signing your lease in a timely manner keeps the process smooth for you and for us.

Making Changes

PETS, PEOPLE & ALTERATIONS



Life changes — here's how to handle the common ones. **Get our written approval before acting; a request isn't automatic approval.**

- **Adding an occupant:** anyone who will live in the home must apply, pass screening, and be approved in writing first, then be added to the lease. Guests may not stay more than 7 days.
- **Getting a pet:** request approval first — we'll share any costs and send a lease addendum. Pet policy, and whether pets are accepted at all, varies by property.
- **Alterations** (painting, smart doorbell, cameras, mounting, etc.): request in writing. If approved, work must be done to a professional standard, or you'll cover the cost to restore the original condition. A reasonable number of small nail holes for hanging things is perfectly fine — we want your home to feel like home.
- **Transfers between properties:** transfers vary property to property. If you're interested in another home we manage, contact the office and we'll see what we can do.

BEING A GOOD NEIGHBOR

- **Quiet hours:** Sunday–Thursday 10 PM – 8 AM; Friday–Saturday 11 PM – 8 AM (may vary by municipality).
- **Smoking:** no smoking of any kind at any time inside, or within 25 feet of any window, door, or entrance — violations breach your lease, and smoke damage almost always costs your deposit.
- **Parking, trash & common areas:** parking rules vary by property. Trash needs to be disposed of in the proper containers, and no personal items may be stored in common areas.

When Life Changes

WE'D RATHER HELP THAN GUESS



We'd rather help than have you go silent.

- **Tight on rent?** Tell us before the 1st. If you let us know when you'll pay in full, we can generally work out an arrangement — though posting fees will still apply. We also partner with a third party for flexible rent-payment options; check if you qualify on your portal.
- **Need to move out before your lease ends?** Contact our office — there's a process and possible costs for an early lease termination. Let's talk through your options.
- **Other life events** (job loss, military orders, household change): reach out — there may be options or protections that apply.

WHEN IT'S TIME TO MOVE ON

Whenever your plans change, your Move-Out Guide walks you through the whole process — proper notice, the cleaning checklist, returning keys, and exactly when to expect your deposit disposition statement. The habits in this guide — reporting early, caring for the home, keeping things clean — are what make that final step pay off.

Quick Answers

THE COMMON QUESTIONS



How do I pay rent, and when is it late?

Rent is due on the 1st and late on the 2nd; late fees begin the 6th. Pay on your tenant portal by ACH, debit, or credit card — autopay is the easy way.

What's included in my Resident Benefits Package?

Rewards for on-time rent, credit building, \$1M identity protection, air-filter delivery, on-demand pest control, and move-in concierge. It comes standard with your lease. On an older lease without it? You can opt in early — contact our office to get set up.

When will I hear about renewing?

Our team reaches out around 90 days before your lease ends to schedule an inspection, and your lease is sent around 60 days out — all through your portal.

Can I get a pet, repaint, or add a roommate now?

Yes — with our written approval first. Reach out before acting; a request isn't automatic approval, and additions or alterations may need a lease addendum.

How much notice will I get for an inspection?

We provide proper written notice before any interior inspection — typically two days. All documents are available to you immediately on your tenant portal.

I'm going to be late on rent — what should I do?

Tell us before the 1st. If you let us know when you'll pay in full, we can often arrange something — though posting fees still apply. Flexible rent-payment options are also available on your portal.



Atlasdair Management

We're Here to Help

You've got a whole team behind you — reach out any time.

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